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**A STUDY ON THE FACTORS INFLUENCING JOB
PERFORMANCE AMONG ADMINISTRATION STAFFS
IN TAYLOR'S UNIVERSITY**

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UUM
Universiti Utara Malaysia

**MASTER OF SCIENCE (MANAGEMENT)
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DECEMBER 2019**

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AMONG ADMINISTRATION STAFFS IN TAYLOR'S UNIVERSITY**

By



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**Thesis Submitted to
School of Business Management, Universiti Utara Malaysia,
in Partial Fulfilment of the Requirement for the Master of Science
(Management)**



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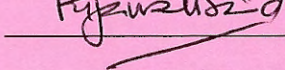
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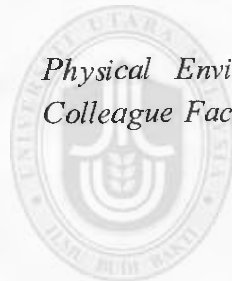


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ABSTRACT

The objective of this examine whether physical environmental at workplace, individual factors, organizational factor and colleague factor has relationship and effect on job performance among administration staffs in Taylor's University. Questionnaires were used to collect the primary data. The respondents are the administrative staffs at Taylor's University from the regular staffs and do not include the senior management group. 300 sets of questionnaires were distributed. A total of 289 questionnaires were successfully collected back. Five hypotheses were developed. The data were analysed using the descriptive, correlation and regression analysis. All independent variables are correlated to job performance. The regression analysis shows that colleague factor is the most influential factor on job performance. This is followed by individual factors. Interestingly, physical environment at workplaces and organizational factor does not have an effect on job performance. It is recommended that future study should also include other variables and to include staffs from other departments in Taylor's University for a better understanding on the factors that influencing job performance at Taylor's University.

Keywords: *Physical Environment, Individual Factor, Organizational Factor, Colleague Factor And Job Performance*



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ABSTRAK

Objektif kajian ini adalah untuk mengkaji sama ada persekitaran fizikal di tempat kerja, faktor individu, faktor organisasi dan faktor rakan sekerja mempunyai perhubungan dan kesan ke atas prestasi kerja kakitangan pentadbiran di Universiti Taylor's. Soalselidik digunakan untuk mengumpul data utama.. Responden terdiri daripada kakitangan pentadbiran di Universiti Taylor's, yang terdiri daripada staff biasa dan bukan daripada golongan pengurusan atas. Sebanyak 300 set soal selidik telah diedarkan dan hanya 289 set soal selidik yang Berjaya dikumpul. Lima hipotesis telah dibina. Data dianalisis menggunakan analisis diskriptif, korelasi dan regresi. Kesemua angkubah bebas mempunyai perhubungan dengan prestasi kerja. Analisis regresi menunjukkan faktor rakan sekerja adalah faktor paling berpengaruh ke atas prestasi kerja. Ini diikuti oleh faktor individu. Menariknya, persekitaran fizikal ditempat kerja dan faktor organisasi tidak mempunyai kesan ke atas prestasi kerja. Adalah dicadangkan agar kajian akan datang haruslah mengambil kira angkubah lain dan untuk melibatkan kakitangan dari jabatan lain di Universiti Taylor's untuk memahami dengan lebih baik faktor yang mempengaruhi prestasi kerja di Universiti Taylor's

Kata kunci: *Persekitaran Fizikal, Faktor Individu, Faktor Organisasi, Faktor Rakan Sekerja Dan Prestasi Kerja*



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TABLE OF CONTENTS

TITLE PAGE	i
THESIS CERTIFICATION	ii
PERMISSION TO USE	iii
ABSTRACT	iv
ABSTRAK	v
ACKNOWLEDGEMENT	vi
TABLE OF CONTENTS	vii
LIST OF TABLES	x
LIST OF FIGURES	xi
 CHAPTER 1: INTRODUCTION	
1.1 BACKGROUND OF STUDY	1
1.1.1 Taylor's University	3
1.2 PROBLEM STATEMENT	4
1.3 RESEARCH QUESTION	5
1.4 RESEARCH OBJECTIVE	6
1.5 SIGNIFICANCE OF STUDY	7
1.6 SCOPE AND LIMITATION	8
1.7 DEFINITION OF KEY TERMS	9
1.7.1 Job Performance	9
1.7.2 Physical Environment at Workplace	9
1.7.3 Individual Factor	10
1.7.4 Organizational Factor	10
1.7.5 Colleague Factor	10
1.8 ORGANIZATION OF THESIS	11
 CHAPTER 2: LITERATURE REVIEW	
2.1 INTRODUCTION	12
2.2 JOB PERFORMANCE	12
2.3 PHYSICAL ENVIRONMENT AT WORKPLACE	14
2.3.1 Physical Environment and Job Performance	15
2.4 INDIVIDUAL FACTOR	17
2.4.1 Individual Factor and Job Performance	18
2.5 ORGANIZATIONAL FACTOR	20
2.5.1 Organizational Factor and Job Performance	21
2.6 COLLEAGUE FACTOR	23
2.6.1 Colleague Factor and Job Performance	23
2.7 UNDERPINNING THEORY	25
2.7.1 Two Factor Theory	27
2.8 SUMMARY	27
 CHAPTER 3: RESEARCH METHODOLOGY	
3.1 INTRODUCTION	30
3.2 RESEARCH FRAMEWORK	30
3.3 RESEARCH DESIGN	31
3.4 HYPOTHESES	32

3.4.1	Physical Environment	32
3.4.2	Individual Factor	32
3.4.3	Organizational Factor	32
3.4.4	Colleague Factor	32
3.4.5	The Effect of Physical Environment, Individual Factor, Organizational Factor and Colleague Factor	33
3.5	OPERATIONAL DEFINITION	33
3.6	MEASUREMENT OF VARIABLES	34
3.6.1	Instrumentation	36
3.7	DATA COLLECTION	36
3.7.1	Pilot Test	37
3.8	SAMPLING	38
3.8.1	Population of the Study	38
3.8.2	Sampling Frame	39
3.8.3	Sampling Size	39
3.8.4	Sampling Elements	39
3.8.5	Sampling Techniques	39
3.9	DATA COLLECTION PROCEDURE	40
3.10	TECHNIQUE OF DATA ANALYSIS	41
3.10.1	Reliability Test	41
3.10.2	Pearson Correlation	42
3.10.3	Multiple Regressions	43
3.11	SUMMARY	43
CHAPTER 4: RESULTS AND DISCUSSION		
4.1	INTRODUCTION	44
4.2	DATA COLLECTED	44
4.3	RELIABILITY ANALYSIS	44
4.4	DESCRIPTIVE ANALYSIS	45
4.4.1	Background of Respondents	45
4.4.2	Dependent and Independent Variables	49
4.5	INFERENTIAL ANALYSIS	52
4.5.1	Pearson Correlation Analysis	52
4.5.2	Multiple Regression Analysis	55
4.6	SUMMARY OF HYPOTHESES	57
4.7	SUMMARY	57
CHAPTER 5: CONCLUSION AND RECOMMENDATION		
5.1	INTRODUCTION	58
5.2	OVERVIEW OF THE STUDY	58
5.3	DISCUSSION	59
5.3.1	The Relationship between Physical Environment and Job Performance	59
5.3.2	The Relationship between Individual Factor and Job Performance	60
5.3.3	The Relationship between Organizational Factor and Job Performance	61
5.3.4	The Relationship between Colleague Factor and Job Performance	61
5.3.5	The Effect of Physical Environment, Individual	

	Factor, Organizational Factor and Colleague Factor on Job Performance	62
5.4	CONCLUSION	63
5.5	IMPLICATIONS OF THE RESEARCH	64
	5.5.1 Theoretical Implication	64
	5.5.2 Practical Implication	65
5.5	RECOMMENDATIONS	65
	REFERENCES	67



LIST OF TABLES

Table 3.1: <i>Operational de finition of variables</i>	33
Table 3.2: <i>Five Point of Likert Scale</i>	34
Table 3.3: <i>Items for Physical Environment</i>	35
Table 3.4: <i>Items for Individual Factor</i>	35
Table 3.5: <i>Items for Organizational Factor</i>	35
Table 3.6: <i>Items for Colleague Factor</i>	35
Table 3.7: <i>Items for Job Performance</i>	36
Table 3.8: <i>Result for pilot test</i>	37
Table 3.9: <i>Cronbach's Alpha Interpretation</i>	42
Table 3.10: <i>Interpretation of Coefficient Correlation</i>	43
Table 4.1: <i>Data Collected</i>	44
Table 4.2: <i>Reliability Analysis Statistics</i>	45
Table 4.3: <i>Gender of Respondents</i>	46
Table 4.4: <i>Age of Respondents</i>	47
Table 4.5: <i>Working Experience of Respondents</i>	48
Table 4.6: <i>Respondents' Level of Education</i>	49
Table 4.7: <i>Mean Statistics for Job Performance</i>	50
Table 4.8: <i>Mean Statistics for Physical Environment</i>	50
Table 4.9: <i>Mean Statistics for Individual Factor</i>	51
Table 4.10: <i>Mean Statistics for Organizational Factor</i>	51
Table 4.11: <i>Mean Statistics for Colleague Factor</i>	52
Table 4.12: <i>Coefficient Correlation for Physical Environment and Job Performance</i>	53
Table 4.13: <i>Coefficient Correlation for Individual Factor and Job Performance</i>	53
Table 4.14: <i>Coefficient Correlation for Organizational Factor and Job Performance</i>	54
Table 4.15: <i>Coefficient Correlation for Colleague Factor and Job Performance</i>	55
Table 4.16: <i>Multiple Regression Analysis Model Summary</i>	56
Table 4.20: <i>Summary of Hypothesis Testing</i>	57

LIST OF FIGURES

Figure 3.1: <i>Research Framework</i>	31
Figure 4.1: <i>Gender of Respondents</i>	46
Figure 4.2: <i>Age of Respondents</i>	47
Figure 4.3: <i>Working Experience</i>	48
Figure 4.4: <i>Respondents' Level of Education</i>	49



CHAPTER 1

INTRODUCTION

1.1 BACKGROUND OF STUDY

Human beings would seek an income to facilitate life necessities. Therefore, this arises the need to work to generate income, in order to progress in our daily lives. The Oxford Dictionary defines work as a task or a piece of work, assumingly, one that is paid. Nowadays, it is difficult to secure a job. The economy is not flourishing and due to such circumstance, could not be selective when it comes to landing a job. Thus, the unemployment rate in Malaysia continues to grow. In August 2018, the Department of Statistics Malaysia announced a rise in the unemployment rate by 3.4%. The statistic shows a hike from 15.40 million in July 2018 to 15.42 million in August 2018. It is evident that many graduates from universities are still unemployed, although they have completed their studies for quite a long period. This is supported by a statement from Dr Anthony Dass, Chief Economist of Ambank Research, that Malaysian youths recorded a high unemployment rate of 10.8%, as opposed to Singapore with 4.6% and Thailand with 5.9% (Dass, 2018).

Even though the graduates have voiced out the desire to own their dream jobs, sadly, not everyone is born with such privilege. There are still many graduates, who are struggling to look for a job in their respective fields of study. Some of them have jobs, yet not in the exact same fields that they majored in university. There are also those who work in the field they want but they are not happy (Zainal, 2019). They are

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